



POSITION DESCRIPTION

Department:	Orfalea College of Business, Student Services
Classification Title:	Student Services Professional III
Working Title:	Academic Advisor, Peer Mentoring Program Coordinator
FLSA Status:	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt
Incumbent:	

Position Summary

The Orfalea College of Business (OCOB) includes seven academic areas (Accounting & Law, Economics, Finance, Industrial Technology & Packaging, Management, HR & Information Systems, and Marketing) that provide three bachelor degree programs, nine concentrations and six minors. The College also has a separate Graduate Programs office that offers a MBA degree, MS in Business Analytics, MS in Quantitative Economics, MS in Accounting, MSA in Taxation, MS in Packaging Value Chain and several dual degree programs. The college has approximately 3,200 undergraduate students and 150 graduate students. The College has an Advancement Office, Student Services Office, Low Income Taxpayer Clinic, and student computer laboratory. The College has approximately 100 full- and part-time faculty and twenty staff members. The College has a base budget of approximately \$13.7 million, a college-based fee budget of approximately \$2.8 million, lottery funding and trust funds. The College has approximately \$25.3 million in endowments, with approximately \$5.3 million in payout accounts (grants, endowment earnings, gift accounts).

Orfalea College of Business Student Services provides comprehensive services for undergraduates from acceptance through graduation, supporting all aspects of their academic experience. Trained and knowledgeable peer and professional staff empower students to achieve their unique educational goals in order to explore and strengthen personal, academic, and career success. Programs span advising, mentoring, multicultural business, career readiness, including student development courses focused on student success that support the highest graduation rates on campus and in the CSU system.

Under the general supervision of the Assistant Dean for Student Success, the incumbent is responsible for supporting undergraduate students in the Orfalea College of Business in areas of academic advisement, counseling, and related services, including but not limited to: advising students on course selection, concentrations, study abroad, change of major, academic probation and the review of students' appeals for change of major or academic disqualification. This position will also be responsible for managing and expanding support services for special populations of OCOB students, specifically focusing on the personal and career development, including but not limited to 2nd years, underrepresented, and transfer students. This includes specific outreach, and intrusive academic advising and coordination of our Peer Mentoring program to expand co-curricular opportunities and pathways that support holistic student success.

Duties and Responsibilities

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

Essential Job Functions	Daily	90%
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1. Provide complex and sensitive academic advisement, counseling and related services to undergraduate students experiencing academic challenges or exploring withdrawals or academic leaves.
2. Initiate and conduct outreach and advising and program coordination for specific populations, including but not limited to: students on academic probation, 2nd year students, study abroad students, underrepresented, and transfer students.
3. Facilitate one-to-one appointments, group advising, and workshops utilizing a strengths-based approach to student success and career-ready development.
4. Provide advising and support services to students through the use of on-line tools, workshops, one-to-one appointments, and campus referrals.
5. Coordinate the Peer Mentoring student support program; recruit, train, and supervise a team of approximately 30 peer mentor student assistants, assess program effectiveness for continuous improvement.
6. Develop marketing and recruitment strategies for OCOB exchange programs and provide comprehensive advising for students visiting via exchange. Provide advising support for international students and students studying abroad.
7. Lead academic probation & disqualification process, including tailored programming and support for students on AP; manage disqualification appeal process.
8. Coordinate program logistics for WOW, Parent / Family Weekend, Open House, and other student events.
9. Develop and/or coordinate student development programs that support the graduation initiative.
10. Assist in promoting student engagement across co-curricular experiences.
11. Assist the recruiting, hiring, training and mentorship of student leaders serving in advising and mentorship roles across Orfalea Student Services.
12. Represent OCOB in university-wide advising programming and committees.

Related Job Functions

As Needed

10%

1. Perform other job-related duties and special projects as assigned.
2. Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

Required Education, Experience, and Credentials

Experience: Four years of progressively responsible professional student services work experience, which includes experience in advising students individually and in groups, and in analysis and resolution of complex student services problems.

Education: Equivalent to graduation from a four-year college or university in a related field, including or supplemented by upper division or graduate course work in counseling techniques, interviewing, and conflict resolution where such are job-related. A master's degree in Counseling,

Clinical Psychology, Social Work, or a directly related field may be substituted for one year of experience. A doctorate degree and the appropriate internship or clinical training in counseling or guidance may be substituted for the three years of experience for positions with a major responsibility for professional career or personal counseling.

Required Skills, Knowledge, and Abilities

- Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
- Demonstrated experience in one-to-one counseling and group advising, as well as demonstrated experience in communicating academic policies, procedures and requirements.
- Demonstrated experience in program coordination.
- Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
- Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
- Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
- Ability to advise students individually and in groups on complex student-related matters; determine appropriate courses of action and proper techniques to utilize while engaged with individuals in personal interactions of an argumentative or sensitive nature.
- Ability to analyze complex situations accurately and adopt effective courses of action.
- Ability to interpret and evaluate descriptions and explanations of problems brought forward by individuals or student organizations, analyze and define the problem, draw valid conclusions and project consequences of various alternative courses of action
- Ability to carry out a variety of professionally complex assignments without detailed instructions; and establish and maintain cooperative working relationships with a variety of individuals.
- Thorough knowledge of career or academic counseling and advising, including principles of individual and group behavior
- Ability to successfully interact with a diverse student population and to assess student needs.
- Ability to conduct administrative planning in the development of programs, which may integrate across organizational lines.
- Strong communication skills, both oral and written. Ability to speak and present information to both small and large groups of people. Able to revise written material used for promotions, presentations, workshops, and marketing.

- Ability to establish and maintain cooperative working relationships with deans, department heads, faculty, staff, students and student organizations. Able to work effectively in teams.
- General knowledge of methods and problems of organizational and program management.
- Excellent ability to exercise confidentiality, discretion and to handle highly sensitive interpersonal issues.
- Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
- Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
- Ability to interpret, communicate and apply policies and procedures.
- Ability to model true professionalism in every aspect of public relations required for the position.
- Knowledge and application of word processing, presentation, desktop publishing, spreadsheets and web research/utilization.
- Thorough knowledge of English grammar, spelling and punctuation.
- Working knowledge of, or the ability to quickly learn the university infrastructure, policies and procedures.

Preferred Qualifications:

- Demonstrated experience supervising students.
- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Experience advising and counseling transfer students, academic probation students, and change of major students.
- Knowledge of university recruitment, outreach, industry trends, major-specific market information, and employment resources.
- Experience in higher education.
- Experience with PowerPoint, Word and Excel.

Special Conditions:

- Must be willing to travel and attend training programs off-site for occasional professional development.
- Must be able to work additional hours, occasional holidays and weekends, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.

- The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.
- Must be able to successfully pass a pre-employment background/fingerprint check.
- This position classification has been defined as "Exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

INCUMBENT: I have read this position description and understand its contents.

INCUMBENT NAME	SIGNATURE	DATE
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SUPERVISOR: I certify that all statements on this form are complete and accurate.

IMMEDIATE SUPERVISOR NAME AND TITLE	SIGNATURE	DATE
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DEPARTMENT HEAD: I certify that all statements on this form are complete and accurate.

DEPARTMENT HEAD NAME AND TITLE	SIGNATURE	DATE
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HUMAN RESOURCES USE ONLY

Employee ID#:	REQUEST FOR:	CLASSIFICATION INFORMATION
Position Number:	<input type="checkbox"/> Update Review for File	Classification SSP III Title:
FTE:	<input type="checkbox"/> Classification Review	Class 3084 Code/Range:
<input type="checkbox"/> Permanent	<input type="checkbox"/> New Position Recruitment	CBID: R04
<input type="checkbox"/> Temporary	<input type="checkbox"/> Replacement Recruitment	MPP Job N/a Code:
<input type="checkbox"/> COI Position		Classifier SJ Initials:
Recruitment Number:		Date: 01/13/23